Benchmarks of Success for Maryland's Workforce System
Data and Dashboard Committee
10:00 – 12:00 PM, September 7, 2018
DLLR

Attendees: Lili Taylor, Milena Kornyl, Douglas Weimer, Ellen Beattie, Jamie Harris, Kim Neely, Lisa Nicoli, Lynda Weber, Patricia Morfe, Randy Diehl, Rob Pinkard, Scott Dennis, Shomare Braxton, and Natalie Clements

Handouts: Agenda, Dashboard Design Template, and Dashboard Design Considerations

---

Minutes

I.   News and Notes

- The Data and Dashboard Committee did not do a large report-out presentation at the last WIOA Alignment Group but provided some rough numbers for Strategic Goals 1 and 3 (Titles I, III, and IV not combined).
    - o The committee explained challenges with capturing removal of barriers to employment as well as local partner pushback on benchmark metrics. The WIOA Alignment Group agrees that the benchmarks and Strategic Goal 4 should be presented together, as an aggregate of all the barriers, but the committee should write long-term recommendations for how the data could be captured by barrier in the future.
    - o Concerning the 200% Federal Poverty Level piece in Strategic Goal 1: while this characteristic eliminates data from the group, it is more of a metric of progress.
    - o The committee emphasized that data should not be presented without context.
- SARA is an AI-based vocational rehabilitation product. It is a virtual assistant used for intake, follow-up, and data collection and sits on top of existing data systems without access to change information within that data system.
    - o DORS is conducting a Request for Information about SARA and will share back information. It is unknown how/if SARA would interact with MD THINK.
    - o Both Florida and Alaska currently use SARA for their workforce systems.
    - o LiLi Taylor will take this information to the WIOA Alignment Group.
- Erin Roth and Scott Dennis are pulling all of the partner attorney generals together to discuss what data-sharing agreements are currently in place and what new agreements are needed to implement the Benchmarks. Scott Dennis will write a recommendation to be included in the committee activities report concerning the outcomes of this meeting.

II.   Dashboard Design Work Group

- An ICF consultant helped the Dashboard Design Work Group brainstorm considerations for what should go into a dashboard and presented a scorecard template. Each chart of the template will be paired with a list of considerations and/or explanation of the data.
- The Work Group will edit the scorecard headings according to their discussion from their last meeting. Once it has been updated, Natalie Clements will share the document with the committee for comment.
- The committee is not expected to have a functional dashboard displaying data by the end of the year; the committee only needs a plan for a design of the dashboard.
- The committee does not need to limit creativity in the design of the dashboard. Sample dashboards from/involving DLLR include:
  - Maryland Workforce
    Expressway: https://businessexpress.maryland.gov/grow/workforce
  - WARN
    Dashboard: https://sites.google.com/site/warnprojectportal/home/departments
- Once the design plan has been finalized, the committee will send the plan to the Communications Committee for review and comment.
- The Work Group meeting raised questions about some of the committee's previous calculation methodology, including delayed timeframes for capturing when a participant obtains a job. There is some disagreement on whether the measure should be progressive, including any participant that obtains a job at any point within or after the program, or if the measure should start at a certain point after exit or case closure, to measure more final impact.

III.   Benchmarks Methodology

- Quick Review of Work Completed
- Goal 4: The group decided that both aggregated and individual measures will be calculated.
- Goal 5: The group examined the benchmarks under Goal 5 and determined that, in large part, they are not "dashboard" material. They are mainly "yes/no" questions, with these exception:
  - G5/B2: Increase the % of workforce partners that are integrated through co-location, cross-training, and/or technological access.
  - The recommendation will be for the committee to examine local plans when they are approved/published next March 1, 2019 to analyze whether and to what extent local partners are integrated.
  - G5/B4 – Increase the annual % of workforce development system partner organizations who provide formal benefits counseling.
- At DORS there is a very specific definition of benefits counseling, which we, as a committee, elected to broaden in our data dictionary. The decision was made during the meeting, however, to utilize only DORS data for this measure for now.

IV. Next Steps

- LiLi Taylor will share information about SARA to the WIOA Alignment Group.
- Scott Dennis will write a recommendation about data-sharing agreements for the committee's activities report.
- The Dashboard Design Work Group will update the scorecard template. Then, Natalie Clements will share the design with the committee for comment.
- The committee will share the final dashboard design plan with the Communications Committee for review and comment.
- Lynda Weber and Milena Kornyl will compile the most current, complete information generated by the committee for calculation methodology during the week of 10-10-9 thru 10/12.
- Milena Kornyl will send the compilation to the committee for review the week of 10/15.
- All committee members are asked to provide their numbers for the calculations by 10/24.
- Patricia Morfe, Lynda Weber, and Milena Kornyl will plug partner numbers into the calculations to produce the Benchmarks measures by 10/31 for presentation at the November 2 meeting of the committee.